



GAE Committee Public Hearing Testimony - February 29, 2016

Concerns Regarding SB 256, AA Establishing a Task Force to Study the Performance of Certain Limited Department of Motor Vehicle Functions by Town Clerks.

Good evening, Chairman Cassano, Chairman Jutila and Members of the GAE Committee. My name is Brian Anderson. I am speaking for Council 4 AFSCME, a union of 35,000 public and private employees.

Our union urges you to approach this bill with great caution. This has the appearance of another bill prompted by the computer fiasco that DMV is experiencing. Sending DMV work out to town clerks will not address the line problems at DMV. Only a solution to the computer problem will.

Our DMV members have had to work under the most trying circumstances since the installation of a failed computerization system. The system was installed by privatized workers of the 3M Corporation out of Minnesota at a cost to state taxpayers of \$26 million. Our members express that they wish that the state had kept the old system that worked far better and was maintained by actual state employee computer techs, who they could speak to and who the state had direct control over.

I recently listened to a legislator praise AAA for their speed in customer service as opposed to DMV. Of course, what was not said is that AAA operates under the old computer system instead of the new 3M disaster that state employees are working under. Also, AAA only does licensing. The biggest computer problem is with registration.

Another matter of concern is to the state revenue system. OFA estimates that DMV will generate \$471 million in revenue for the state in FY 17. DMV's costs are estimated at about \$66 million for FY 17. This is a stream of revenue that the state may not wish to diminish at this time of revenue shortfall. We understand the need for municipalities and town clerks to gain revenue, as towns are also facing tough times.

If you do go forward with this bill, we urge you to please add the unions that represent the frontline DMV workers. Our members know DMV inside and out and will bring valuable experience to such a task force. Also, please have the task force consider the whole system including the contract now done by AAA.

Thank you for your consideration.

